



ISTANBUL - TUZLA BAY
AN IHG® HOTEL

GUEST SERVICES GUIDE

EVERYTHING YOU WISH TO KNOW

*Guzelyali, Sahil Bulvari
No:72 Pendik / Istanbul*





Dear esteemed guests of Holiday Inn Istanbul – Tuzla Bay Hotel;

Greetings and a warm welcome to Holiday Inn Istanbul – Tuzla Bay Hotel. We extend our sincere gratitude for choosing to stay with us, and we are truly delighted to have you as our valued guests.

Our utmost priority is to ensure that your time with us is nothing short of exceptional. To facilitate this, we have thoughtfully compiled a comprehensive Guest Service Directory, brimming with invaluable information tailored to enhance your stay. Whether you are visiting for business or leisure, our dedicated team is committed to delivering the exceptional service that is synonymous with the Holiday Inn brand. This commitment is our unwavering pledge to you.

We encourage you to take full advantage of the multitude of services we offer. Should you have any additional requirements or requests, please do not hesitate to reach out to our attentive staff. We are fully devoted to going above and beyond to ensure that your stay is precisely tailored to your preferences.

With our warmest regards,

Emrah YAZGI
General Manager



We give you our assurance

Our utmost priority is to ensure that your stay is truly exceptional in every way. Therefore, we kindly request that should you encounter any aspect during your stay that does not meet your satisfaction, please promptly inform our Guest Relations or Front Desk.



**PLEASE ENJOY
THE RANGE ALL
SERVICES WE
PROVIDE.**



Lobby Services

Breakfast

Start your day directly at our Breakfast Buffet (Service hours: 06:30 – 10:30) and indulge in a delightful selection of freshly cooked breakfast dishes, freshly made pankes, and a variety of cereals to suit your palate. The breakfast options are desinged to cater to your taste. It continues until 11:00 on weekends.





All Day Dining

Explore our All Day Dining menu, offering an array of exquisite options from around the world, in the open lobby concept of our lobby. Choose your preferred dishes and savor the flavors at your convenience.



To Go Cafe / Bar

Our To Go Cafe is designed for guests on the go, aiming to keep up with the fast pace of the day. We are at your service 24/7, providing a selection of cold or hot, alcoholic or non-alcoholic beverages, and snacks that you can enjoy while continuing with your tasks.





Media Lounge

In our comfortable Media Lounge, you will find a warm home away from home. You can delight in watching TV, indulge in a good book, or enjoy the convenience of free wireless internet. With numerous power outlets available in our open lobby, charging your devices is always effortless.

Our Services

Travel Essentials

Did you forget your toothbrush or shaving kit? You can purchase the necessary travel essentials from our Travel Essentials Corner located in the open lobby area.

Business Services

Do you have some work to care of? We offer ready-to-use office services for your convenience. For more information, please inquire at Guest Relations or the Front Desk.





Parking and Security

Our hotel provides two open parking areas, monitored by a 24-hour CCTV system, ensuring the safety of both our parking facilities and the hotel premises.

Check-in / Check-out Time

Check-in time starts at 15:00, and check-out time is at 12:00. For early or late check-out arrangements, please contact with the Front Desk.

Do Not Disturb

If you prefer not to be disturbed in your room, please hang the “Do Not Disturb” door hanger or press the “Do Not Disturb” button. We will ensure that no one enters your room until you desire.

For security and health purposes, each guest room will be checked by authorized personnel, either via phone call or physically, once every 24 hours if there is no response.





Forget Something

From shaving razors to toothpaste, we have a range of bathroom supplies available. Feel free to contact the Front Desk for immediate assistance.

Electric Usage and Power Adapters

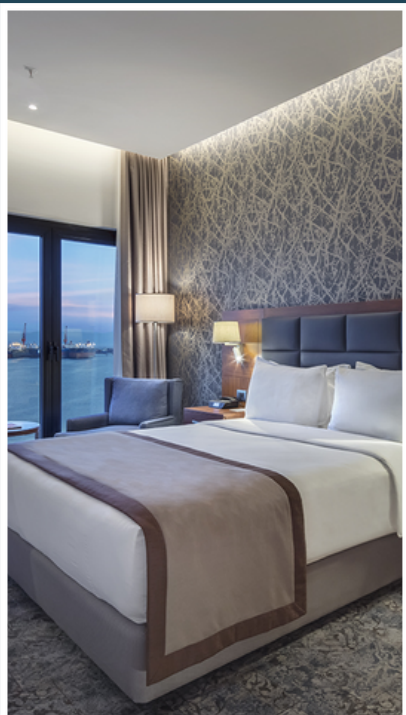
The hotel operates on a voltage of 220 volts. IF you require an adapter during your stay, please dial “9” to contact the Front Desk.

Housekeeping Services

Housekeeping services will clean your room once a day unless the “Do Not Disturb” door hanger or button is activated. If you need fresh towels or hygiene supplies, please contact the Front Desk.

Ice Machine / Ice

Ice can be obtained from the ice machine. If you need ice, please dial “23” to reach Room Service



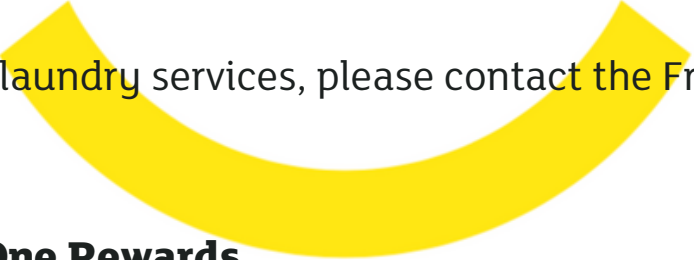
Iron / Ironing Board

If needed, you can find an iron and ironing board inside your wardrobe.

Internet and Wireless Internet

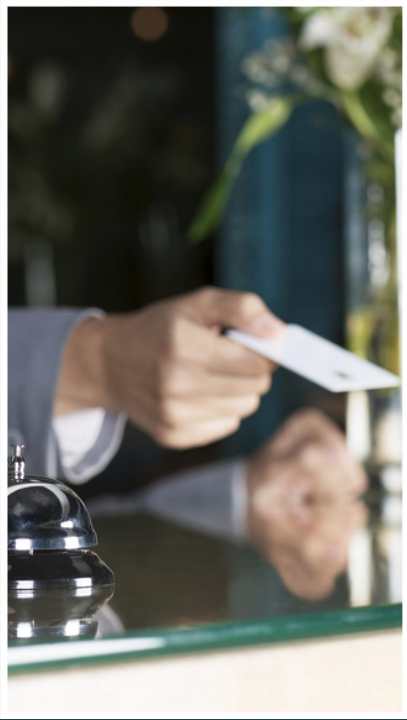
Wireless internet is complimentary throughout your stay and available in all areas of the hotel. To connect to the internet, use your room number and last name with English characters, if required.

Laundry – Pressing / Dry Cleaning

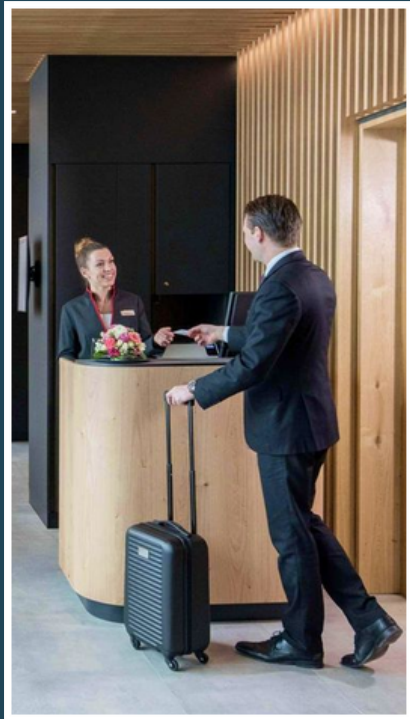


For our laundry services, please contact the Front Desk.

IHG® One Rewards



Unlock the full potential of your stay by becoming anIHG® One Rewards member. Enjoy the perks of earning points for your eligible stays at over 6000 hotels worldwide and the flexibility to convert your points into miles. For more detailed information, kindly reach out to our Guest Relations team.



Safety Deposit Boxes

For the security of your valuables, we provide safe deposit boxes in all our rooms. If you encounter any issues or require assistance, please contact our Front Desk.

VIP Transfer Services

Experience our exclusive VIP transfer services by contacting our Front Desk for further arrangements.

Wake-up Service

To ensure a timely wake-up call, please inform our Front Desk team of your preferred time.

Baby Cots / Extra Beds

Should you require a baby cot or an additional bed during your stay, please contact our Front Desk to make the necessary arrangements.

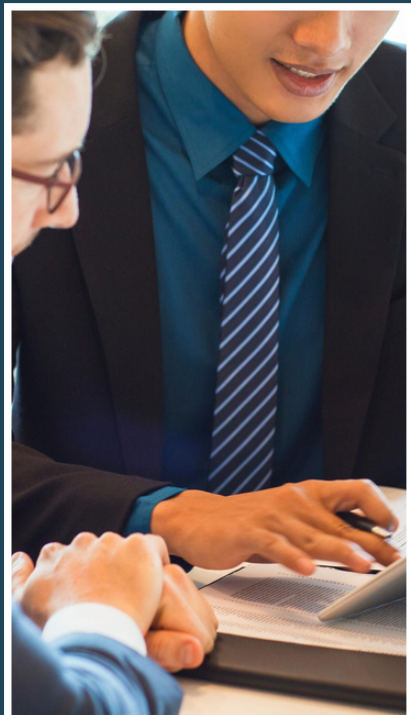
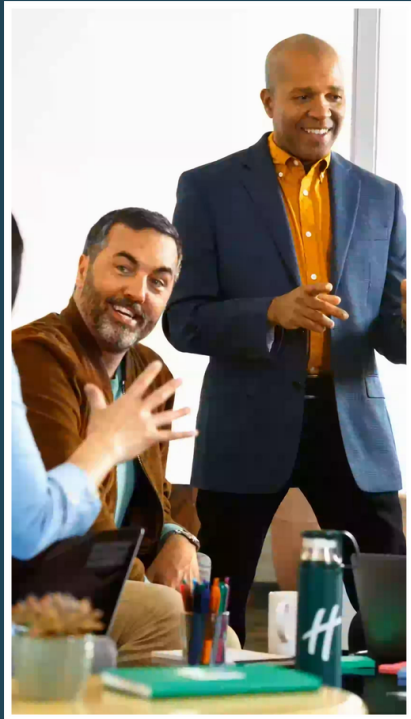




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Meetings and Events

We offer well-equipped and sophisticated meeting spaces to accommodate your business needs. For detailed information and reservations, kindly contact with our Front Desk.

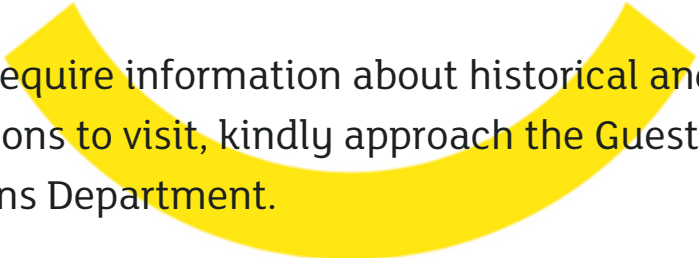


Guest Services

Bank / ATM

For information regarding local banks and nearby ATMs, please inquire at the Guest Relations Department.

Travel and Local Area Information



If you require information about historical and tourist attractions to visit, kindly approach the Guest Relations Department.

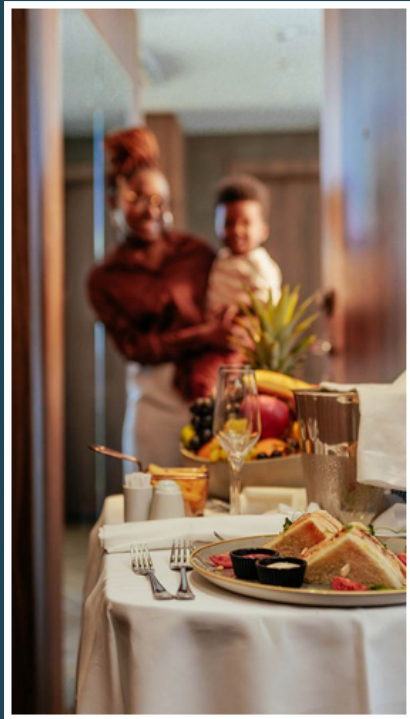


Medical Services (Doctor, Dentist, and Pharmacies)

Please note that medical services are not provided within the hotel premises. Should you require assistance, please contact the Guest Relations Team.



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Telephone Directory and TV Channels In-House Telephone Numbers

Reception-----“9”

Room Service-----“23”

TV Channels

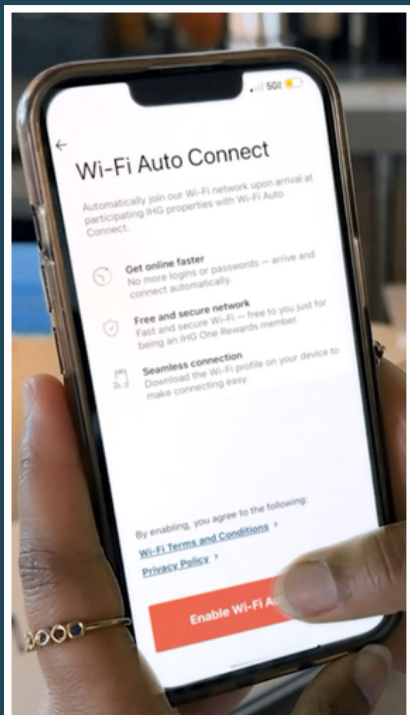
You can find the list of national and international channels available on your television.

Emergency Services

Emergency Evacuation

To ensure the safety and comfort of all guests, the hotel has taken necessary precautions in accordance with established standards.

Please familiarize yourself with the fire evacuation and emergency exit instructions located behind your room door.



IN CASE OF FIRE ALARM, PLEASE EVACUATE THE BUILDING USING THE NEAREST EXIT ROUTE.

In the event of a fire threat, please activate the fire alarm by pressing the alarm button.

DO NOT USE ELEVATORS DURING EVACUATION.

FOLLOW THE SIGNS INDICATING FIRE EXITS AND GATHER AT THE DESIGNATED ASSEMBLY POINT DURING EVACUATION.

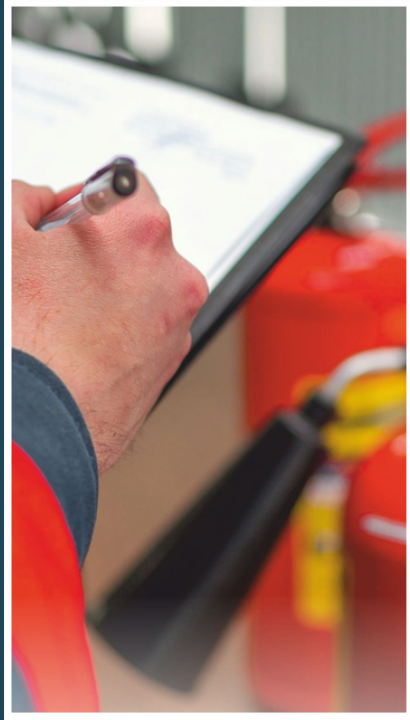
Assisted Evacuation

For disabled guests or those requiring assistance, please contact the Reception for further assistance.

Emergency Lighting

In the event of a power outage, emergency lighting will be activated throughout the building.





Fire Alarms

The hotel conducts fire drills and evacuations in compliance with laws and standards. The Guest Relations Department will provide information regarding the scheduled drill day and time.

For security and safety reasons, the use of candles in the rooms is strictly prohibited.

In case of an emergency, please contact the Reception immediately by dialing "9".

Transportation and Communications

Transportations and Communications Informations

Airport Informations

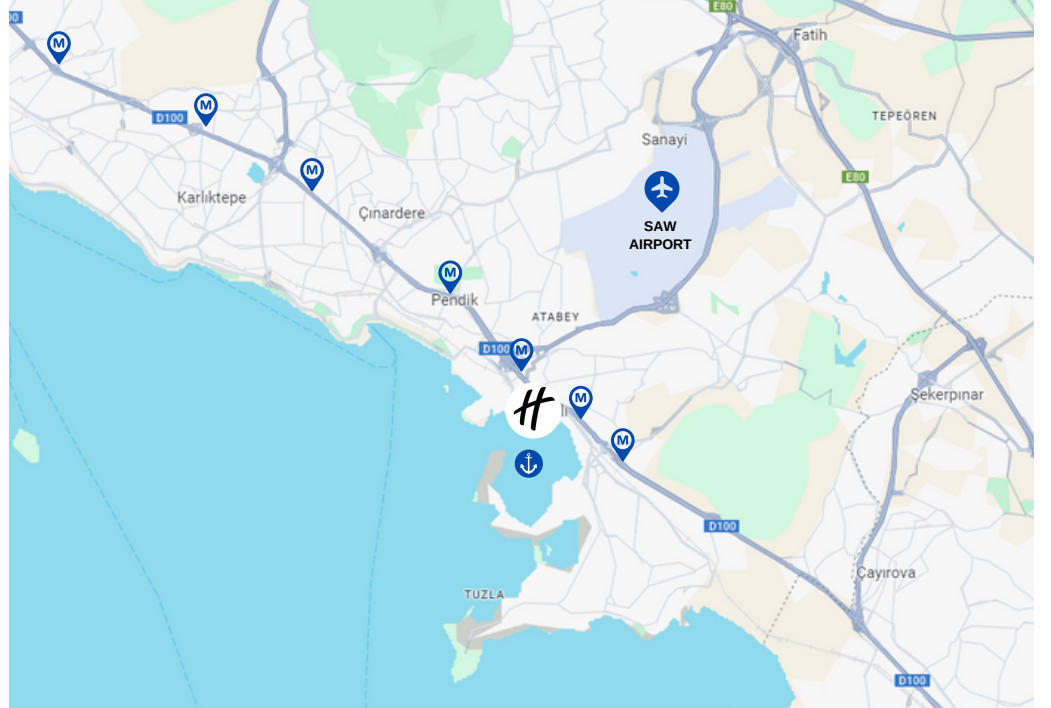
The city we are located in has two airports: Istanbul Airport (IST) and Istanbul Sabiha Gokcen Airport (SAW). For more information and transfer options, please consult our Reception team.





Public Transportation

For schedules and information regarding public transportation, please contact the Guest Relations Department.



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